

AUTHORIZED  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES

**Special Item No. 132-52, 132-52 STLOC, 132-52 RC  
Electronic Commerce and Subscription Services**

**FSC/PSC D304: ADP SVCS/TELCOMM & TRANSMISSION:**

Email Services  
Internet Access Services  
Value Added Network Services (VANS)

**FSC/PSC D399: OTHER ADP & TELECOMMUNICATIONS SVCS**  
Other Data Transmission Services, Not elsewhere classified

**Special Item No. 132-53, 132-53 STLOC,  
132-53 RC Wireless Services**

**FSC/PSC D304 ADP SVCS/TELCOM & TRANSMISSION**  
Cellular/PCS Voice Services



**Manhattan Telecommunications Corporation, DBA MetTel**

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New York, NY 10041-3299

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[www.mettel.net](http://www.mettel.net)

Contract Number: GS-35F-0494X

Period Covered by Contract: July 12, 2011 through July 11, 2016

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

## TABLE OF CONTENTS

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS .....	3
TERMS AND CONDITIONS APPLICABLE TO ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES (SPECIAL IDENTIFICATION NUMBER 132-52).....	10
TERMS AND CONDITIONS APPLICABLE TO WIRELESS SERVICES (SPECIAL ITEM NUMBER 132-53).....	12
USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS .....	13
BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE .....	14
BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS” .....	16
SIN 132 52 – PRICING ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES SUBJECT TO COOPERATIVE PURCHASING .....	17
SIN 132 53 – PRICING WIRELESS SERVICES SUBJECT TO COOPERATIVE PURCHASING. ....	19
SERVICE DESCRIPTIONS.....	21

**INFORMATION FOR ORDERING ACTIVITIES  
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service ([www.gsaadvantage.gov](http://www.gsaadvantage.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

**1. GEOGRAPHIC SCOPE OF CONTRACT:**

*Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

*Overseas delivery* is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- ☐ The Geographic Scope of Contract will be domestic and overseas delivery.
  - ☐ The Geographic Scope of Contract will be overseas delivery only.
  - ☒ The Geographic Scope of Contract will be domestic delivery only.
- 

**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

**Manhattan Telecommunications Corporation  
DBA MetTel  
55 Water Street, 31<sup>st</sup> Floor  
New York, NY 10041-3299**

Contractor accepts the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

**Telephone: 212-607-2150/Toll Free: 877-963-8663  
Fax: 212-701-8450**

### 3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

### 4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 966868556

Block 30: Type of Contractor – B Other Small Business

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN): 13-4130593

4a. CAGE Code: 35PG8

4b. Contractor has registered with the Central Contractor Registration Database.

### 5. FOB DESTINATION

### 6. DELIVERY SCHEDULE

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-52	<b>TBD @ Task Order Level</b>
132-53	<b>TBD @ Task Order Level</b>

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

### 7. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: Net 30 days
- b. Quantity None
- c. Dollar Volume None
- d. Government Educational Institutions None
- e. Other None

### 8. TRADE AGREEMENTS ACT OF 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

### 9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING: Not Applicable

### 10. Small Requirements: The minimum dollar value of orders to be issued is \$100.00.

### 11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-52 – Electronic Commerce (EC) Services

Special Item Number 132-53 – Wireless Services

## **12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

## **13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS**

**REQUIREMENTS:** ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

### **13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):**

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

## **14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:** Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

#### **16. GSA ADVANTAGE!**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsadvantage.gov>

#### **17. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

## **18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## **19. OVERSEAS ACTIVITIES**

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

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**Not Applicable**

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Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

## **20. BLANKET PURCHASE AGREEMENTS (BPAs)**

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

## **21. CONTRACTOR TEAM ARRANGEMENTS**

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

## **22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

### **23. SECTION 508 COMPLIANCE.**

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA) that all IT hardware/software services are 508 compliant::

Yes \_\_\_\_\_

**Not Applicable**

No \_\_\_\_\_

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): **Not Applicable**

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

### **24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order:

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

### **25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
  - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
  - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain



the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

**26. SOFTWARE INTEROPERABILITY.**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

**27. ADVANCE PAYMENTS**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**TERMS AND CONDITIONS APPLICABLE TO  
ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES  
(SPECIAL ITEM NUMBER 132-52)**

**1) SCOPE**

The prices, terms and conditions stated under Special Item Number 132-52 Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

**2) ELECTRONIC COMMERCE CAPACITY AND COVERAGE**

The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

**3) INFORMATION ASSURANCE**

- a) The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
- b) The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, "*Standards for Security Categorization of Federal Information and Information Systems*") (FIPS 200, "*Minimum Security Requirements for Federal Information and Information Systems*") prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).
- c) The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

**4) DELIVERY SCHEDULE.**

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in *Information for Ordering Activities Applicable to All Special Item Numbers*, paragraph 6. *Delivery Schedule*.

**5) INTEROPERABILITY.**

When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

**6) ORDER**

- a) Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b) All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

**7) PERFORMANCE OF ELECTRONIC SERVICES**

The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

**8) RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

**9) RIGHTS IN DATA**

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

**10) ACCEPTANCE TESTING**

If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

**11) WARRANTY**

The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer's commercial warranty for the item listed below:

*No equipment is being offered. Any hardware involved in delivering the services is covered by the corresponding manufacturer's warranty.*

The warranty shall commence upon the later of the following:

- a. Activation of the user's service
- b. Installation/delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

**12) MANAGEMENT AND OPERATIONS PRICING**

The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

**13) TRAINING**

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below: **Not Applicable**

**14) MONTHLY REPORTS**

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

**14. ELECTRONIC COMMERCE SERVICE PLAN**

- (a) Describe the electronic service plan and eligibility requirements.

**Monthly per line access service and pricing are shown on Table 1, pages 17 and 18 of this pricelist, for connectivity to the Internet or email access.**

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- (b) Describe charges, if any, for additional usage guidelines.

**There are no additional charges for usage/traffic volume while accessing the Internet or email facilities for most services available under this contract. See Table 1 for specific usage limits and additional charges that might apply for (a) hosted PBS; (b) Business Trunking; and, (c) ISDN PRI services.**

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- (c) Describe corporate volume discounts and eligibility requirements, if any.

**N/A**

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**TERMS AND CONDITIONS APPLICABLE TO WIRELESS SERVICES**  
**(SPECIAL ITEM NUMBER 132-53)**

**1. ACCEPTANCE TESTING**

The Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

**2. EQUIPMENT**

The Contractor shall make available cellular voice and data devices. The cellular devices offered shall be compatible with the cellular access standards employed within the geographical scope of contract.

The Contractor shall provide programming of any cellular telephone device, including Contractor-provided and ordering activity-furnished devices, that conforms to the cellular service furnished by the Contractor.

**3. WARRANTY**

The Contractor shall provide a warranty covering each Contractor-provided device. The minimum duration of the warranty shall be the duration of the manufacturer's commercial warranty for the item listed below:

*No equipment is being offered. Any hardware involved in delivering the services is covered by the corresponding manufacturer's warranty.*

The warranty shall commence upon the later of the following:

- a. Activation of the user's service
- b. Installation/delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

**4. MANAGEMENT AND OPERATIONS PRICING**

The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

**5. TRAINING**

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:

**Not Applicable**

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**6. MONTHLY REPORTS**

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

**7. WIRELESS SERVICE PLAN**

- (a) Describe the wireless service plan and eligibility requirements. Including, but not limited to, service area, monthly service charge, minutes included, etc.
- (b) Describe charges, if any, for additional minutes, domestic wireless long distance, roaming, nights and weekends, etc.
- (c) Describe corporate volume discounts and eligibility requirements, if any.

**The various wireless plans' montly service charges, included minutes in each plan, and additional service features (e-mail and Internet access) are shown in Table 2 (pages 19 and 20) of this Pricelist.**

**USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS**

**PREAMBLE**

Manhattan Telecommunications Corp dba MetTel provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

**COMMITMENT**

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact

**Polina Gerard, pgerard@mettel.net, Telephone: 212-607-2150, Fax: 212-701-8450**

**BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

\_\_\_\_\_  
Ordering Activity                      Date

\_\_\_\_\_  
Contractor                              Date

BPA NUMBER\_\_\_\_\_

**(CUSTOMER NAME)**  
**BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s)\_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____

(2) Delivery:	
DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

\*\*\*\*\*

## **BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer's requirement.
- Customers make a best value selection.



## GSA FEDERAL SUPPLY SCHEDULE PRICE LIST

### TABLE 1

**SIN 132 52, 132 52 STLOC, 132 52 RC – Electronic Commerce and Subscription Services  
SUBJECT TO COOPERATIVE PURCHASING**

Description	Charging Unit	Term	GSA Price Per Month (inclusive of IFF)
DSL D15.0M/U1.0M	ADSL Internet	24 to 36 Months	\$185.64
DSL D15.0M/U1.0M	ADSL Internet	Month To Month	\$195.42
DSL D10M/U1.0M	ADSL Internet	24 to 36 Months	\$166.10
DSL D10M/U1.0M	ADSL Internet	Month To Month	\$175.87
DSL D8.0M/U1.0M	ADSL Internet	24 to 36 Months	\$146.55
DSL D8.0M/U1.0M	ADSL Internet	Month To Month	\$156.32
DSL D6.0M/U768K	ADSL Internet	24 to 36 Months	\$122.12
DSL D6.0M/U768K	ADSL Internet	Month To Month	\$131.89
DSL D3.0M/U768K	ADSL Internet	24 to 36 Months	\$103.55
DSL D3.0M/U768K	ADSL Internet	Month To Month	\$113.32
DSL D3.0M/U348K	ADSL Internet	24 to 36 Months	\$97.68
DSL D3.0M/U348K	ADSL Internet	Month To Month	\$107.46
DSL D1.5M/U768K	ADSL Internet	24 to 36 Months	\$93.77
DSL D1.5M/U768K	ADSL Internet	Month To Month	\$103.55
DSL D1.5M/U384	ADSL Internet	24 to 36 Months	\$68.36
DSL D1.5M/U768K	ADSL Internet	Month To Month	\$78.14
MPLS 1.5Mbps Port and Loop	Multiprotocol Label Switching with CoS	N/A	\$477.63
Ethernet 100 Mbps Ethernet Port	Fiber Port connecting end user location to Ethernet Network	N/A	\$1,157.23

<b>Description</b>	<b>Charging Unit</b>	<b>Term</b>	<b>GSA Price Per Month (inclusive of IFF)</b>
Private Line 1.5bps	Dedicated Private Line connecting two end user locations	N/A	\$442.22
Hosted PBX Per User (Limited to 500 minutes per user per month; additional minutes at \$0.028 per minute.)	SIP Voice Service with off premise PBX Functionality provided by MetTel	N/A	\$23.92
Business Trunking Per Simultaneous Call (Limited to 500 minutes per user per month; additional minutes at \$0.028 per minute.)	SIP Voice Services	N/A	\$19.13
Managed Services 1.5 Mbps	Managed Equipment (Router/IAD)	N/A	\$52.64
T1 Per DS1	Internet Access	N/A	\$362.77
1xT1 2 DS1	Internet Access	N/A	\$659.50
Fixed Wireless Per Access Point	Wireless Internet Access	N/A	\$172.24
ISDN PRI (Unlimited local service only; 411 and International calling are not included.)	Access to Local Network (PSTN) with 23B+ 1D Channels	N/A	\$477.63

**Service Descriptions Start on Page 21**

**TABLE 2**

**SIN 132 53, 132 53 STLOC, 132 53 RC – Wireless Services SUBJECT TO  
COOPERATIVE PURCHASING**

<b>Enterprise Wireless Voice Services Description</b>	<b>Unit</b>	<b>GSA Price Per Line Per Month (inclusive of Industrial Funding Fee or IFF)</b>
Each Line	Wireless Phone Service; Minute Charges are Shown Below	\$19.14
<b>Enterprise Minutes</b>	<b>GSA Price Per Month (inclusive of IFF)</b>	<b>Additional Per Minute GSA Price (inclusive of IFF)</b>
10,000	\$430.73	\$0.043
12,500	\$502.52	\$0.040
15,000	\$598.24	\$0.040
20,000	\$789.67	\$0.039
25,000	\$909.32	\$0.036
30,000	\$1,052.90	\$0.035
35,000	\$1,196.47	\$0.034
40,000	\$1,340.05	\$0.034
50,000	\$1,675.06	\$0.034
60,000	\$2,010.08	\$0.034
75,000	\$2,488.66	\$0.034
100,000	\$3,274.56	\$0.033
125,000	\$4,068.01	\$0.033
150,000	\$4,785.89	\$0.032
175,000	\$5,599.50	\$0.032
200,000	\$6,221.66	\$0.032
225,000	\$7,178.84	\$0.032
250,000	\$7,657.43	\$0.031
300,000	\$8,614.61	\$0.029
All voice packages include Free Mobile-to-Mobile and Free Night and Weekend Calling.		
Minutes are shared between lines.		
<b>Enterprise Wireless Data Services: E-mail and Internet</b>	<b>Number of Lines</b>	<b>GSA Price Per Line Per Month (inclusive of IFF)</b>
10MBs	1-4	\$26.79
10MBs	5-99	\$25.26
10MBs	100-499	\$24.69
10MBs	500-999	\$24.11
10MBs	1000+	\$22.96
Unlimited	1-4	\$43.06
Unlimited	5-99	\$37.89
Unlimited	100-499	\$37.04
Unlimited	500-999	\$36.17

Unlimited	1000+	\$34.45
<b>Enterprise/ Non-Enterprise Text Messaging Services</b>	<b>GSA Plan Price Per Month (inclusive of IFF)</b>	<b>GSA Price Per Message (inclusive of IFF)</b>
<b>Messages Included</b>		<b>Additional Message Cost</b>
0	\$0.00	\$0.1436
100	\$2.84	\$0.1436
250	\$4.78	\$0.1436
1,000	\$9.56	\$0.1436
5,000	\$19.13	\$0.1436
<b>Non-Enterprise Wireless Voice Line Services and Minutes (20 Lines Maximum)</b>	<b>GSA Price Per Month for Line and Minutes (inclusive of IFF)</b>	<b>Additional Per Minute GSA Price (inclusive of IFF)</b>
200	\$30.81	\$0.43
450	\$39.62	\$0.43
575	\$48.42	\$0.38
900	\$56.80	\$0.34
1,350	\$74.28	\$0.29
2,000	\$91.76	\$0.24
4,000	\$135.46	\$0.24
6,000	\$179.16	\$0.24
All voice packages include Free Mobile-to-Mobile and Free Night and Weekend Calling.		
Minutes are shared between lines.		
<b>Non-Enterprise Wireless Data Services: E-mail and Internet</b>	<b>Number of Lines</b>	<b>GSA Price Per Month (inclusive of IFF)</b>
10MBs	1-4	\$26.79
10MBs	5-99	\$25.26
Unlimited	1-4	\$43.06
Unlimited	5-99	\$37.89

**Service Descriptions Start on Page 21**

## Service Descriptions

### DSL SERVICE

MetTel's DSL services provide a range of proven reliable high-speed data access and transmission over legacy copper telephone lines. DSL is 'always on' allowing high-speed Internet connections for accessing the internet, email, video conferencing, sending or receiving large files, MP3, and a host of other online applications. DSL can also handle voice and high-speed Internet communication simultaneously. You'll experience productivity gains through faster, more streamlined access to data.

**ADSL** – Asymmetric DSL provides higher download speeds than upload speeds, making it ideal for just plain viewing websites and checking email

- Fast data transfer speeds required to support today's bandwidth-intensive applications such as video, video conferencing and MP3
- Three channel system includes voice, fax, internet downloads and uploads
- Dedicated connection
- Self installation gets you up and running instantly

MetTel's online portal, MetOne, provides a state-of-the-art telecommunications management portal that allows customers to:

- View detailed invoicing
- Analyze billing, usage and variance information for each line, product, location or the overall agency through an extensive dynamic reporting suite
- Submit and track service requests in real time
- View service status, inventory, and billing data for every location
- Follow migrations and other project statuses
- Designate authorized parties to view and/or take action on selected items

### MPLS

For clients seeking higher speed, reliability and security, MPLS (Multi-protocol Label Switching) provides a next-generation intelligent network solution. MetTel's MPLS Service offers increased performance by nearly eliminating backbone congestion and packet loss, providing enhanced support for corporate email, video streaming and Web commerce applications. Going beyond traditional ATM and frame relay networking, dedicated MPLS services combine both public and private IP service, ensuring optimal quality of service. With MPLS, you'll benefit not only from advanced networking technologies but also from the entire MetTel portfolio of integrated wireline and wireless communications.

#### MetTel's MPLS Service is ideal for...

- a nationwide enterprise with geographically dispersed branch offices running a large suite of data-intensive and voice applications requiring reliable transmission of business-critical data;
- any company choosing to migrate from existing ATM, frame relay or VPN solutions to MPLS to take advantage of higher performance, reduced costs and faster Internet access speeds.

**Features:**

- More sophisticated traffic engineering by effectively handling and managing greater bandwidth for voice, data and video demands
- Full range of access speeds including DS1, DS3, OC12 and Ethernet (Fast, Gigabit, 10 Gigabit)
- Value-add functionality helps ensure redundancy, provides virtual private network (VPN) meshing and offers enhanced security features
- 24/7 Network Operation Centers (NOCs) and Customer Service expedites problem identification, notification and resolution

**Benefits:**

- Reduced total cost of ownership by converging all communications over a single network, with one cost-effective provider managing all voice and data communications services
- One consolidated monthly communications bill covering all locations and services; significantly reduces bill processing resources, streamlining auditing and cost analysis
- Single point of contact to address all integrated and next-generation communications needs

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**ETHERNET**

MetTel's Ethernet Service transparently connects your Local Area Networks (LANs) from multiple locations, within a metropolitan area or beyond, over a complete fiber network that is constantly monitored for peak performance. Our service is ideal for establishing a seamless Wide Area Network (WAN) environment -- typically connected at native LAN speeds and Ethernet interfaces of 100Mbps (per second).

Unlike traditional private lines, frame relay or ATM, data can travel across the Ethernet network as fast as it does on your agency's internal LAN. Best of all, MetTel offers one flat monthly fee, eliminating per-use charges, providing your agency with maximum cost savings.

**The Highest Level of Security** – MetTel provides a high level of data networking security through the protocol's Layer 2 attributes – protecting your data from security breaches and latency issues.

**Unmatched Scalability** – Customers can interface with the MetTel MPLS private and MetTel's public Internet Access network at Ethernet speeds and grow their network from 1Mbps to 10 Gigabits with little or no incremental capital expenditure.

**Features and Benefits:**

- Ideal for establishing a WAN environment
- High-speeds up to 10 Gigabits
- Flat monthly fee
- Allows the use of existing hardware, so there's no investment to get started.
- Best security, protecting your data from security breaches and latency issues.
- Unmatched scalability to grow with your business

**Applications:**

- Access to high speed data networks
- Information and database sharing, transfers and back-up
- Internet access and messaging
- File archiving and collaboration applications
- IP Telephony
- Tele-commuting

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**PRIVATE LINE**

MetTel provides a family of private line services that supports both voice and data applications. These leased lines provide a dedicated point-to-point facility (i.e., *not* part of the public switched network) between specific locations. Your company will gain exclusivity, as well as the maximum level of privacy, security and availability.

**Applications commonly solved by this service include...**

- real-time transmission of video imagery such as x-rays, enabling professional consultation without traveling between locations
- instantaneous access between your agency, your customers and/or suppliers, helping drive better, more profitable client relationships
- brokerage and/or trading applications, where privacy and security are paramount
- tying home and branch offices together

**Features:**

- Available in three levels:
  - DS0 circuits support applications such as point-to-point analog voice or data
  - DS1 service is a full-duplex, digital T1 line/service

- DS3 service provides dedicated point-to-point digital service for high-speed voice and data capacity requirements

**Benefits:**

- Provides a superior foundation or pathway for evolution to Frame Relay
- Effective for voice, data or video applications
- Cost-effective solution for batch file transfers between specific locations

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## **HOSTED PBX**

MetTel's Hosted PBX Service is a total communications solution that helps lower your total cost of ownership (TCO) by optimizing the workplace infrastructure through cost-effective integration and convergence. For agencies thinking about installing a new PBX and/or needing to end their current dependence on legacy PBX or Key system, Hosted PBX is far superior to existing Voice over Internet Protocol (VoIP) solutions.

It frees your business and technical resources from time-intensive telephony and network management. It reduces your dependence on obsolete technology that cannot scale as requirements grow. And it supports new services and features without increased capital or operating expenditures.

**Features:**

- Total Hosted VoIP Solution providing end-to-end service and capabilities: system design through product procurement and deployment to ongoing support and maintenance.
- Convergence through a single, private connection that offers dynamically allocated bandwidth, enhanced data transmission and voice Quality of Service (QoS).
- Business continuity resulting from carrier-class equipment and highly available soft switch technology, ensuring voice traffic in the event of primary circuit failure.
- Leading-edge technology including best-in-class IP phones from industry leading manufacturers.
- Comprehensive functionality including high-quality local, long distance, E911 and four-digit extension dialing. Multi-site Hosted PBX customers incur no charges for internal calls.
- Professional consultation/design by MetTel's IP Products and Services Team.

**Benefits:**

- Reduced total cost of ownership: existing infrastructure and equipment can be utilized with Hosted PBX solution.
- Expedited deployment achieved by leveraging existing equipment (PBX/Key system telephones) while replacing current PRI and/or business lines.
- Cost-effective migration path to fully hosted VoIP: integrated circuit provides voice and data convergence.



- Increased productivity: Web portal-based tools help employees and administrators manage and configure services easily and quickly.
- Enhanced Quality of Service (QoS) through facilities-based circuits helps ensure continuous uptime and system performance.

MetTel's online portal, MetOne, provides a state-of-the-art telecommunications management portal that allows customers to:

- View detailed invoicing
- Analyze billing, usage and variance information for each line, product, location or the overall agency through an extensive dynamic reporting suite
- Submit and track service requests in real time
- View service status, inventory, and billing data for every location
- Follow migrations and other project statuses
- Designate authorized parties to view and/or take action on selected items

## **BUSINESS TRUNKING**

For agencies needing to increase functionality while lowering their total cost of ownership (TCO), MetTel's Voice over IP (VoIP) Dynamic Business Trunking Service provides communications convergence at just the right price. You'll revitalize your networking infrastructure while lowering your procurement and ongoing operating costs. You'll benefit from the dynamic allocation capabilities and advanced communications features, while continuing to utilize existing telephony equipment. And you'll reap productivity benefits through simplified management functionality.

### **Features:**

- Scalable bandwidth on demand and enhanced data transmission management.
- Integration with existing PBX or Key systems extends the life span of current communications infrastructure investments.
- Session Initiation Protocol (SIP) provides enhanced functionality and flexibility.
- Value-added services include high-quality local, long distance, E911 and four-digit extension dialing. Multi-site Dynamic Business Trunking customers incur no charges for internal calls.

### **Benefits:**

- Reduced Total Cost of Ownership – existing networking infrastructure and equipment can be utilized with Business Trunking solution
- Business continuity – results from carrier-class equipment and highly-available soft switch technology
- Expedited deployment – achieved by leveraging existing equipment (PBX/Key system telephones) while replacing current PRI and/or POTS lines.
- Cost-effective migration path to fully hosted VoIP: integrated circuit provides voice and data convergence.
- Increased Productivity – through utilization of Web portal-based tools: employees can manage and configure services quickly and cost-effectively.
- Enhanced Quality of Service (QoS) – through facilities-based circuits: helps ensure continuous uptime and system performance.
- Professional Consultation and Design by MetTel's IP Products and Services Team ensures that your VoIP solution meets the current and future requirements of your business.

MetTel's online portal, MetOne, provides a state-of-the-art telecommunications management portal that allows customers to:

- View detailed invoicing
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## **MANAGED SERVICES**

MetTel provides managed services for equipment and network supplied for customer use. MetTel will configure, update, modify and closely monitor network and network elements to ensure customer's communications services are operating at peak performance and always available. This offering is very flexible and allows for the client to work with MetTel to identify any combination of both customer and MetTel network management so customer can always retain access to vital equipment and network elements. MetTel's National Network Operations Center is available at all times to continuously monitor and react quickly to any unforeseen event.

### **Services, equipment and network elements that MetTel's Managed Services can encompass...**

- Wide Area Private Networks
- Public Network Links
- VPN Access to Private Networks
- Routers, Switches, Phones etc..
- Disaster Recovery Network Access
- Network Firewall and Security

MetTel's online portal, MetOne, provides a state-of-the-art telecommunications management portal that allows customers to:

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## **T1**

Integrated T1 is an enhanced offering that enables agencies to combine traditional voice services with high-speed Internet access. Voice service choices include either T1/PRI or business line connectivity, including Centrex, with an optional Internet Protocol (IP) interface. Bandwidth is dynamically allocated as your needs change.

With functionality and flexibility previously available only to large enterprises, small to mid-size users can integrate voice, data and Internet services on a single T1 connection, improving productivity and reducing costs. With all of your communications services supplied by MetTel, you'll receive one easy-to-read monthly bill that clearly lists all charges.

**Features:**

- Integrated voice and Internet applications provided on a carrier-class network
- Dynamic allocation: shifts bandwidth between voice and Internet applications automatically
- Internet access up to 1.544Mbps per second; even if all voice lines are in use, bandwidth is available for high-speed Internet access
- IP interface available
- Popular call management features included
- Network monitored 24/7 by our skilled technicians

**Benefits:**

- Combines local service, long distance calling, call management features and Internet access on a single network ...and a single, simplified monthly statement
- Choice of calling plan that best meet the needs of your business
- Use existing phones, key system and PBXs, or use optional system features to provide PBX or Centrex functionality
- Integrate voicemail and Email with optional unified messaging
- Improved efficiencies and dollar savings by deploying one integrated network

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- View service status, inventory, and billing data for every location
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**ISDN PRI**

ISDN is a digital access technology that allows simultaneous, integrated voice and data capabilities. ISDN PRI (Primary Rate Interface) provides a 1.544Mbps digital transport facility and consists of 23 64Kbps Bearer (B) channels and one 64Kbps Data (D) channel. Each B channel has the ability to integrate voice, data, image and video.

ISDN PRI offers an array of value-added features for enhanced productivity, such as calling number identification and call-by-call selection. It also provides superior clarity of digital transmission, high-speed data interfaces and sufficient bandwidth to fulfill your current and future communication needs.

**Features:**

- Dynamic channel allocation to support voice or data as required
- Multi-service functionality
- Advanced intelligent network services
- Robust disaster recovery and backup solution
- Each PRI handles multiple voice, fax and modem calls simultaneously
- Supports call center applications; extends the life of an existing PBX system

**Benefits and Applications:**

- Uses existing infrastructure to enable all digital voice and high-speed data applications
- Reduces the overall number of trunks needed by as much as 30 percent
- Reduces call set-up and connection time by up to 90 percent
- Guarantees two-way bandwidth for voice and data
- Transfers large volumes of data and enhanced voice with superior transmission quality

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- Designate authorized parties to view and/or take action on selected items

**WIRELESS SERVICES**

MetTel offers a complete line of **Nationwide Wireless Services** designed to streamline operations for agencies on the go. From mobile phones to mobile broadband, MetTel covers the gamut.

The flexible voice and data plans allow for strategic optimization of wireless services as your needs evolve.

MetTel's wireless services are designed to complement our extensive set of products. Clients realize significant savings and lower overall cost of ownership by using MetTel for wired and wireless telecom solutions.

We take advantage of the latest technologies to deliver a seamless wireless experience throughout the nation on the most dependable networks. As a wireless service provider, MetTel partners with the nation's most trusted carriers to take advantage of innovations in telecom. From cellular services to wireless broadband, MetTel works with industry leaders to meet complex requirements. Our competitive rates coupled with unmatched online management tools simplify administrative processes, improve efficiency, and lower overall costs. MetTel consistently delivers on our commitment to provide cost-effective solutions.

**Features**

- Industry leading mobile devices and expansive 3G and 4G nationwide network coverage ensure crystal-clear wireless communications
- Customizable plans allow for pooled minute and data usage, addressing the client's overall wireless needs and eliminating additional monthly charges
- Fixed Wireless broadband services provide high-speed wireless technology to replace copper for connecting to the Internet with minimal capital expenditures
- MiFi Wireless Hotspot provides the ability to connect up to five WiFi enabled devices to America's largest 3G network
- MetOne Portal equips users with online billing, robust real time and historical usage reports, extensive help desk functionalities

MetTel's online portal, MetOne, provides a state-of-the-art telecommunications management portal that allows customers to:

- View detailed invoicing
- Analyze billing, usage and variance information for each line, product, location or the overall agency through an extensive dynamic reporting suite
- Submit and track service requests in real time
- View service status, inventory, and billing data for every location
- Follow migrations and other project statuses
- Designate authorized parties to view and/or take action on selected items